**Section 726.510 Call Handling Procedures**

a) Each business shall enter into call handling agreements with its internal emergency responders for police, fire and medical assistance. Thus, the agreements must specify the method of dispatch that will be used in contacting these responders.

b) Each business shall enter into call handling agreements with the 9-1-1 system for fire, police and medical assistance in case additional assistance is needed beyond what the facility itself can provide. Thus, there must also be a method available for the entity to request additional assistance from the existing 9-1-1 system to provide back-up services in the event that an incident occurs that would require additional emergency resources.

c) Each business shall specify in the application to the Commission how calls will be dispatched to emergency responders within its facility. In addition, the business shall provide details concerning how additional public safety agencies or other providers of emergency services outside of the business will be dispatched in the event that additional assistance is needed. In addition, copies of these agreements must be included with the application to the Commission.

d) Each business may choose from the following methods of dispatch:

1) Direct Dispatch;

2) Call Relay;

3) Call Referral; or

4) Call Transfer.

e) Each business shall ensure that the disposition of each emergency call is handled according to the agreements it has entered into with its emergency responding agencies within its facility.

f) Each business shall ensure that the disposition of each emergency call is handled according to the agreements it has entered into with the 9-1-1 system or other public safety agencies.